

## **SCBOS Blue EFW Account Management FAQs**

### **Q1 -- How do I update one of my saved accounts?**

To update an account, for example, with a different routing number, first delete the account then add it back as a new account.

### **Q2 -- How do I add a new banking or credit/debit card account?**

Keep in mind that that this information is securely kept by User name. Any number of accounts may be entered.

The routing number is the first number at the bottom of a paper check or MICR line. The bank account number is the next number at the bottom of the check.

If you select “Personal”, enter the first and last name as it appears on your bank statement.

If you select “Business”, enter the name on the account as it appears on your bank statement.

You are encouraged to enter an optional account nick name, for example, the name of the business, so that the payment information can be readily identified when a payment is made. This feature should enable you to avoid choosing the wrong account when making a payment.

### **Q3 -- Can I delete a saved account?**

If payment information for one or more accounts is saved, the accounts will be listed at the top of the screen. To delete an account, select the “Delete” button on the line displaying the account information.